TIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, presumably the question relates to provision of service telephone connection to ADCs and SDOs civil headquarters in North-East Region. This presumably is a policy matter of State Government who determines the nature of facilities required for improving communication system and consequently good governance.

(b) Does not arise in view of (a) above.

Performance of MTNL and BSNL

913. SHRI PYARELAL KHANDELWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government had made any comparative study and assessment of the performance of MTNL, BSNL, *vis-a-vis* Reliance, Airtel, Hutch, etc.;

(b) if so, the details thereof;

(c) whether there is need for any study to ascertain as to why consumers are compelled to surrender the landline telephones; and

(d) the details of surrendered telephones in Delhi and Mumbai during the last three years?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Yes, Sir. TRAI is monitoring quality of service performance of all cellular operators on quarterly basis. The comparative statements of performance of all the cellular service providers for quarter ending March, 2004 are given in Statement-I (*See* below).

(c) As per the study conducted by MTNL and general feedback available in BSNL, the reasons for surrender of telephones are attributable to following reasons:

(i) Closure of office/company and other economic reasons including low business/reduction in manpower.
(ii) Shifting of office/company/residence.
(iii) Surrender of multiple landline telephone connections due to better service as well as shifting to mobile telephones.
(iv) Default of payment of telephone bills.
(v) Perception of high monthly rental.
(vi) Some churning of telephones always takes place when other operators enter in the field.

(d) Number of telephones surrendered in MTNL during the last three years is given at Statement-II.

Statement-I

Details QoS Parameters for Cellular Services as reported by CMSPs for the quarter ending 31st March, 2004

S.No.	Operators with Circles	Fault incidence & Repair			Network Performance				Billing Complaints		
		(i)	(ii)	(iii)	(i)	(ii)	(iii)	(iv)	(i)	(ii)	(iii)
		No. of faults (per 100 subscribers)	Faults cleared within 24 hrs	Accumulated down time of community isolation	Call Success Rate (within licencees own network)	Service Access Delay	Call Drop Rate	% of connection with good voice quality	Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/ payment due to Customers from the date of resolution of complaints as in (ii) above
		Benchmarks									
		<1	100%	<24 hrs	>99%	9 to 20 sec	<3%	<95%	<.1%	100%	<4 weeks
(i)	'A' Circle										
1.	BPL, MH	1.72%	59.00%	53.42 Hrs	99.92%	5 Sec	1.45%	98.25%	0.10%	100.00%	28 Days
2.	IDEA Cellular, MH	0.00%	100.00%	105.43 Hrs	96.59%	13.58 Sec	1.22%	98.54%	0.07%	100.00%	30 Days
3.	BSNL, MH	1.63%	31.00%	50 Hrs	86.10%	2.37 Sec	1.43%	NA	2.00%	95.00%	28 Days
4.	Bharti Cellular, MH & Goa	0.60%	100.00%	22.34 Hrs	99.17%	9.43 Sec	1.09%	95.85%	0.43%	100.00%	28 Days
5.	Fascel - Hutch GJ	0.00%	100.00%	74.45 Hrs	99.89%	14.54 Sec	1.40%	96.70%	0.00%	100.00%	25 Days
6.	IDEA Cellular, GJ	0.00%	100.00%	3.45 Hrs	99.00%	13.96 Sec	1.14%	97.90%	0.06%	100.00%	28 Days
7.	BSNL, GJ	1.50%	99.06%	NIL	99.01%	2.08 Sec	1.18%	NA	0.02%	100.00%	14 Days
8.	Bharti Cellular, GJ	0.01%	100.00%	18.62 Hrs	99.23%	16.53 Sec	1.09%	96.95%	0.04%	100.00%	14 Days
9.	IDEA Cellular, AP	0.00%	100.00%	15.18 Hrs	99.97%	9.52 Sec	1.80%	96.45%	0.08%	100.00%	2 Days
10.	Bharti Mobile, AP	0.05%	100.00%	11 Hrs	99.01%	15.77 Sec	1.21%	98.45%	0.07%	100.00%	30 Days
11.	BSNL, AP	0.10%	94.91%	0	98.00%	6 Sec	1.76%	98.00%	0.08%	83.00%	28 Days
12.	Hutchison Essar, AP	1.00%	95.00%	24 Hrs	90.88%	5 Sec	1.17%	94.00%	0.04%	100.00%	28 Days
13.	Bharti Mobile, KTK	0.04%	100.00%	10.53 Hrs	99.06%	10 Sec	1.80%	95.60%	0.02%	100.00%	28 Days
14.	Spice Comm., KTK	0.20%	100.00%	4.01 Hrs	99.60%	9 Sec	1.32%	98.30%	0.10%	100.00%	14 Days

15.	BSNL, KTK	0.60%	100.00%	7 Hrs	86.64%	9 Sec	1.24%	96.00%	1.00%	100.00%	14 Days
16.	Hutchison Essar, KTK	0.05%	99.00%	82 Hrs	97.50%	3.48 Sec	1.10%	98.22%	0.15%	100.00%	2 Days
17.	BPL Cellular, TN	0.16%	100.00%	20.24 Hrs	99.10%	9.23 Sec	1.27%	99.24%	0.10%	100.00%	28 Days
18.	Airtel, TN	0.01%	100.00%	12.02	99.08%	14.52 Sec	1.72%	95.70%	0.10%	100.00%	45 Days
19.	BSNL, TN	1.60%	97.05%	Nil	87.52%	10.47 Sec	1.17%	97.80%	1.24%	100.00%	14 Days
20.	Bharti Cellular, TN	0.10%	100.00%	21 Hrs	99.06%	15.62 Sec	1.32%	97.68%	0.08%	100.00%	4 Days
(II).	'B' Circle										
21.	Escotel Mobile, KR	0.27%	100.00%	1.14 Hrs	99.94%	14 Sec	1.30%	97.50%	0.12%	100.00%	28 Days
22.	BPL Cellular, KR	0.00%	100.00%	6.13 Hrs	99.07%	9.89 Sec	1.16%	100.00%	0.00%	100.00%	28 Days
23.	BSNL, KR	1.80%	94.00%	99.36 Hrs	87.21%	17.28 Sec	1.54%	87.00%	NA	85.00%	30 Days
24.	Bharti Cellular, KR	0.12%	100.00%	18 Hrs	99.01%	18.28 Sec	1.76%	99.30%	0.10%	100.00%	4 Days
25.	Spice Comm., PB	0.25%	98.60%	0	98.50%	7 Sec	1.25%	97.50%	0.02%	100.00%	1 Day
26.	Bharti Mobile, PB	0.03%	100.00%	4.1 Hrs	99.20%	10 Sec	1.50%	99.60%	0.07%	100.00%	1 Day
27.	BSNL, PB	0.00%	95.08%	545 Hrs	98.00%	4.8 Sec	0.87%	91.00%	2.69%	95.42%	98 Days
28.	Escotel Mobile, HR	0.21%	100.00%	14.15 Hrs	99.72%	15 Sec	1.31%	99.11%	0.05%	100.00%	28 Days
29.	Airtel Digilink, HR	0.02%	99.80%	29.26 Hrs	99.72%	8.7 Sec	1.83%	99.80%	0.26%	78.00%	6 Days
30.	BSNL, HR	0.60%	99.63%	17 Hrs	95.20%	5.8 Sec	2.86%	97.25%	0.19%	100.00%	21 Days
31.	Bharti Cellular, HR	0.08%	100.00%	4.2 Hrs	99.30%	9 Sec	1.60%	99.70%	0.07%	100.00%	1 Day
32.	Escotel Mobile, UP(W)	0.10%	100.00%	11.23 Hrs	99.50%	12.7 Sec	1.27%	95.95%	0.29%	100.00%	28 Days
33.	BSNL, UP(W)	1.00%	85.00%	NA	100.00%	17.38 Sec	2.69%	98.50%	0.24%	100.00%	NA
34.	Bharti Cellular, UP(W)	0.75%	100.00%	18.4 Hrs	99.42%	12 Sec	1.84%	98.40%	0.09%	100.00%	28 Days
35.	Airtel Digilink, UP(E)	—	—	—	—	—	—	—	—	—	—
36.	BSNL, UP(E)	0.60%	99.17%	3 Hrs	96.00%	4 Sec	2.37%	94.00%	0.06%	100.00%	NA
37.	Airtel Digilink, RJ	0.01%	52.00%	89.3 Hrs	100.00%	8.7 Sec	1.76%	97.53%	.07%	100.00%	16 Days
38.	Hexacom, RJ	1.09%	67.52%	87.4 Hrs	96.10%	6 Sec	1.45%	92.02%	0.03%	100.00%	1 Day
39.	BSNL, RJ	0.60%	92.35%	8.86 Hrs	96.51%	5.38 Sec	1.65%	93.37%	0.65%	92.92%	28 Days
40.	IDEA Cellular, MP	0.20%	98.50%	43.2 Hrs	99.07%	12.32 Sec	1.13%	97.95%	0.85%	100.00%	28 Days
41.	Reliance, MP	0.01%	100.00%	17.36 Hrs	100.00%	8.73 Sec	2.75%	96.96%	0.04%	100.00%	1 Day
42.	BSNL, MP	1.20%	96.48%	NA	94.41%	2.59 Sec	1.29%	99.00%	0.06%	100.00%	28 Days
43.	Bharti Cellular, MP	0.00%	100.00%	5 Hrs	99.91%	13.44 Sec	0.83%	99.03%	0.09%	100.00%	14 Days
44.	Reliance, WB	0.01%	100.00%	21.42 Hrs	99.00%	9.26 Sec	2.66%	97.92%	0.00%	NA	NA
45.	BSNL, WB	0.90%	100.00%	Nil	99.15%	5.66 Sec	2.73%	98.65%	0.00%	100.00%	Nil
(III)	'C' Circle										
46.	Bharti Telenet, HP	0.06%	100.00%	4.4 Hrs	99.04%	10 Sec	1.65%	99.80%	0.06%	100.00%	1 Day
47.	Reliance, HP	0.12%	100.00%	21.15 Hrs	100.00%	7.55 Sec	1.96%	99.09%	0.00%	100.00%	10 Days

S. No.	Operators with Circles	Fault incidence & Repair			Network Performance				Billing Complaints		
		(i)	(ii)	(iii)	(i)	(ii)	(iii)	(iv)	(i)	(ii)	(iii)
		No. of faults (per 100 subscribers)	Faults cleared within 24 hrs	Accumulated down time of community isolation	Cell Success Rate (within licencees own network)	Service Access Delay	Call Drop Rate	% of connection with good voice quality	Complaints per 100 bills issued	% of complaints resolved within 4 weeks	Period of all refunds/payment due to Customers from the date of resolution of complaints as in (ii) above
						Benchmarks					
		<1	100%	<24 hrs	>98%	6 to 20 sec	<3%	<95%	<.1	100%	<4 weeks
48.	BSNL, HP	1.10%	77.58%	Nil	85.85%	6.1 Sec	3.24%	91.40%	0.19%	100.00%	Nil
49.	Reliance, BR	0.02%	100.00%	5374 Hrs	99.00%	8.64 Sec	2.02%	95.67%	0.00%	100.00%	7 Days
50.	BSNL, BR	0.06%	85.30%	9 Hrs	97.27%	7.27 Sec	1.40%	92.95%	0.09%	99.90%	28 Days
51.	Reliance, ORISA	0.14%	100.00%	11.10 Hrs	99.72%	8.44 Sec	2.27%	97.20%	0.00%	100.00%	NA
52.	BSNL, OR	0.36%	89.96%	100.87 Hrs	82.25%	7 Sec	2.47%	96.00%	0.70%	100.00%	Nil
53.	Reliance, AS	0.00%	100.00%	Nil	99.00%	9.86 Sec	2.08%	96.85%	0.08%	100.00%	NA
54.	BSNL J&K	0.70%	NA	16 Hrs	48.00%	16 Sec	2.30%	96.00%	0.12%	100.00%	NA
55.	Reliance, NE	0.00%	100.00%	0	99.00%	9.50 Sec	1.33%	99.02%	0.02%	100.00%	2 Days
(iv)	**Metro**										
56.	Bharti Cellular, Delhi	0.34	100.00%	0	99.32%	12 Sec	1.87%	96.13%	0.10%	100.00%	28 Days
57.	Hutchison Essar, Delhi	1.00%	100.00%	0	99.98%	10 Sec	1.38%	95.25%	0.03%	100.00%	28 Days
58.	MTNL, Delhi	0.18%	98.00%	0	98.20%	13 Sec	1.01%	99.00%	0.10%	100.00%	28 Days
59.	IDEA Cellular, Delhi	0.15%	98.77%	0	99.98%	7 Sec	1.30%	97.06%	0.20%	100.00%	30 Days
60.	BPL Mobile, Mumbai	0.32%	100.00%	4 03 Hrs	94.82%	16.5 Sec	1.64%	98.80%	0.10%	100.00%	40 Days
61.	Hutchison Max Mumbai	0.32%	100.00%	24 Hrs	100.00%	10 Sec	1.56%	96.85%	0.00%	100.00%	28 Days

62.	MTNL, Mumbai	0.01%	100.00%	0	98.50%	11.66 Sec	1.62%	97.33%	0.01%	99.33%	42 Days
63.	Bharti Cellular, Mumbai	0.40%	100.00%	0	99.10%	9 Sec	1.48%	97.00%	0.08%	100.00%	25 Days
64	Aircel Cellular Ltd, Chennai	0.22%	100.00%	3.4 Hrs	100.00%	14.5 Sec	1.44%	95.10%	0.40%	100.00%	28 Days
65.	Bharti Mobinet, Chennai	0.06%	99.00%	0	99.50%	11.2 Sec	0.89%	96.26%	0.10%	100.00%	4 Days
66.	Hutchison, Chennai	1.00%	100.00%	0	100.00%	9.2 Sec	0.73%	98.60%	3.70%	92.00%	30 Days
67	Bharti Mobinet, Kolkata	0.46%	100.00%	0	99.66%	15 Sec	1.59%	97.13%	0.10%	100.00%	28 Days
68.	Hutchison, Kolkata	0.02%	100.00%	8.98 Hrs	99.75%	17 Sec	0.97%	96.36%	0.10%	100.00%	28 Days
69.	BSNL, Kolkata	4.80%	86.63%	0	98.44%	7Sec	1.56%	98.36%	0.50%	100.00%	Nil
70.	BSNL, Chennai	0.52%	100.00%	Nil	98.61%	12.20 Sec	0.54%	100.00%	0.77%	98.00%	14 Days

NA = Not Available

Statement-II

Number of telephones surrendered in MTNL during the last 3 years are as under:

Year	Telephone surrendered	
	Delhi	Mumbai
2001-02	41,140	1,02,402
2002-03	46,218	1,04,387
2003-04	1,90,592	1,86,650

Charges of money orders

914. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the postal department charges exhorbitant rates for money orders;

(b) if so, whether it is a fact that the money order charges are usually higher than the cost of demand draft from banks;

(c) what are the reasons for the post office charging un-competitive rates for money orders;

(d) whether any steps would be taken to reduce such charges; and

(e) the details of other steps Government propose to initiate to help those people who do not have any access to banks?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. As per 2003-04 (Projection) the cost of the service is Rs. 53.80 whereas its average revenue is Rs. 25.35 per unit. Thus, the service is estimated to have been in deficit to the tune Rs. 331.47 crores during the financial year 2003-04.